

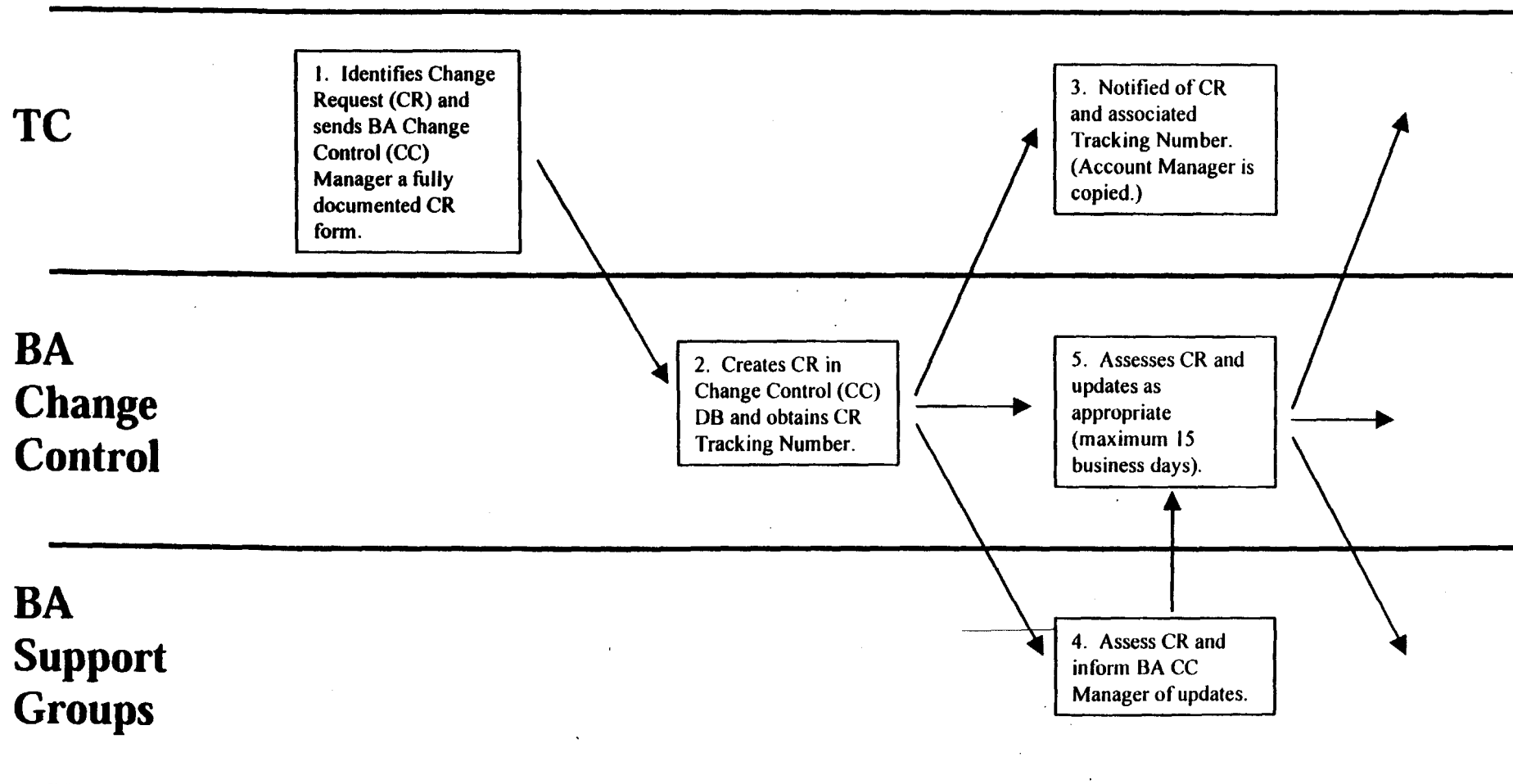


***Process Flow Diagrams  
for  
Typical Changes  
Types 1, 2, 3, 4, 5***

Classification of a Change by Type (Types 1, 2, 3, 4, and 5) will be jointly determined by Bell Atlantic and TCs. Checkpoints and information exchanges will be used to effectively manage the Change Request Timelines. The testing procedures will be reviewed and agreed to based on the complexity of the change.



## **Type 5 (TC Originated) Changes**

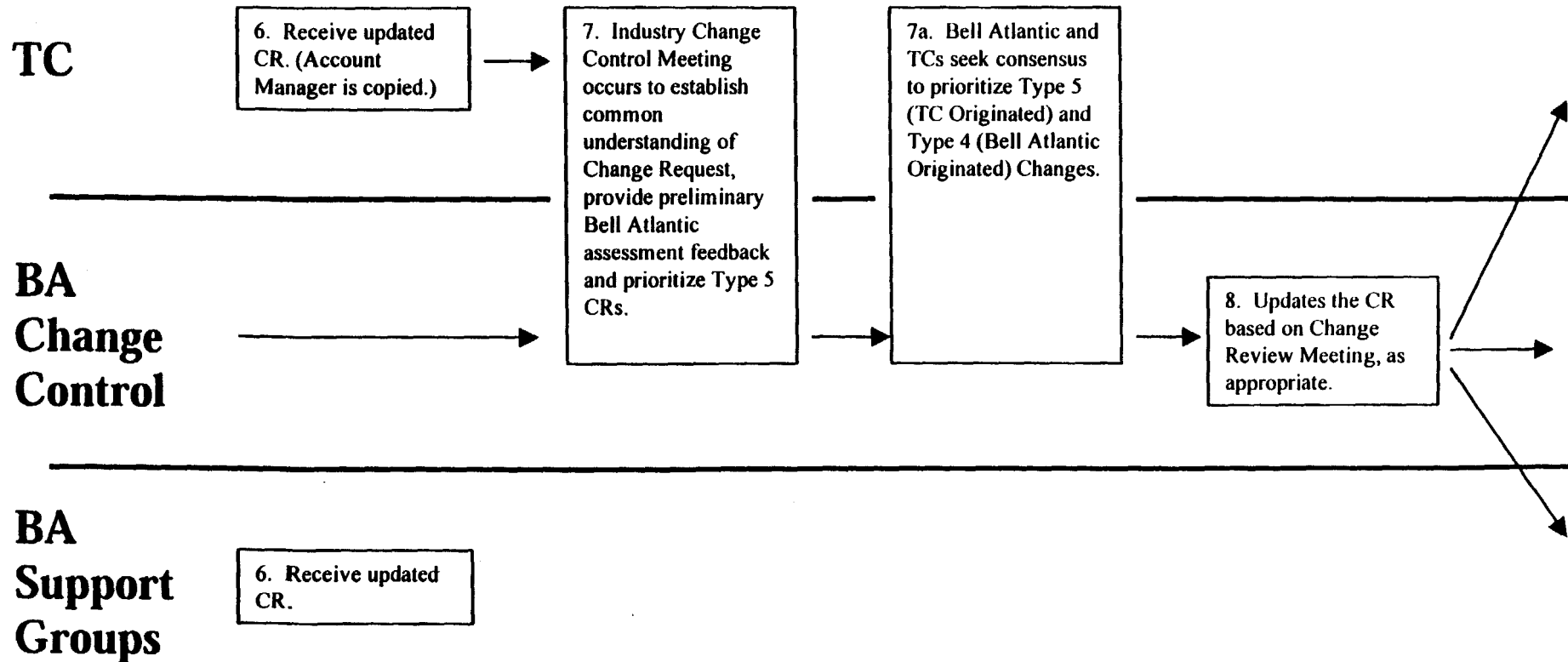


Business Day 1 of BA  
Assessment

**Operations Excellence**



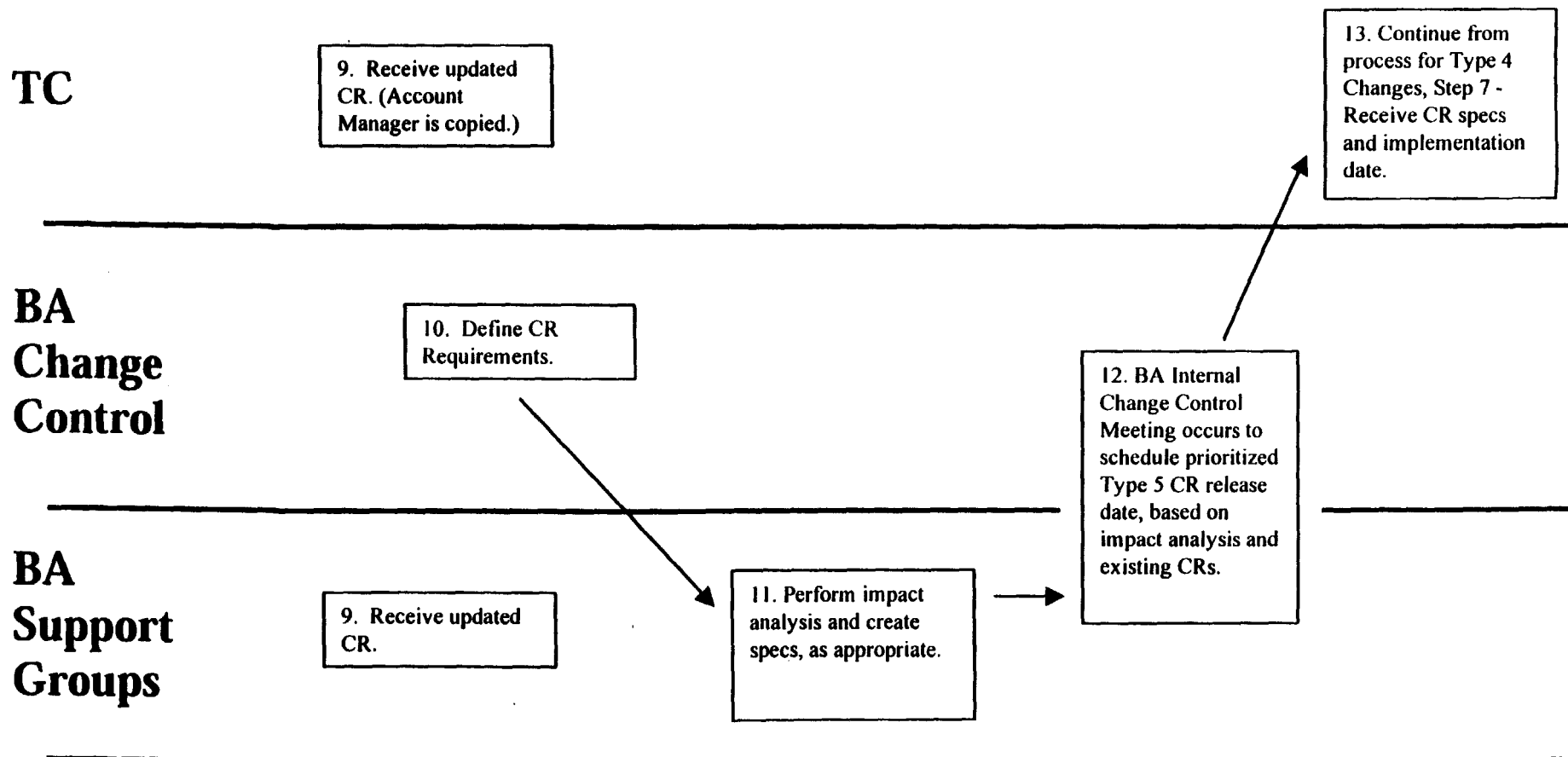
## Type 5 (TC Originated) Changes



Business Day 15 of  
BA Assessment



## **Type 5 (TC Originated) Changes**



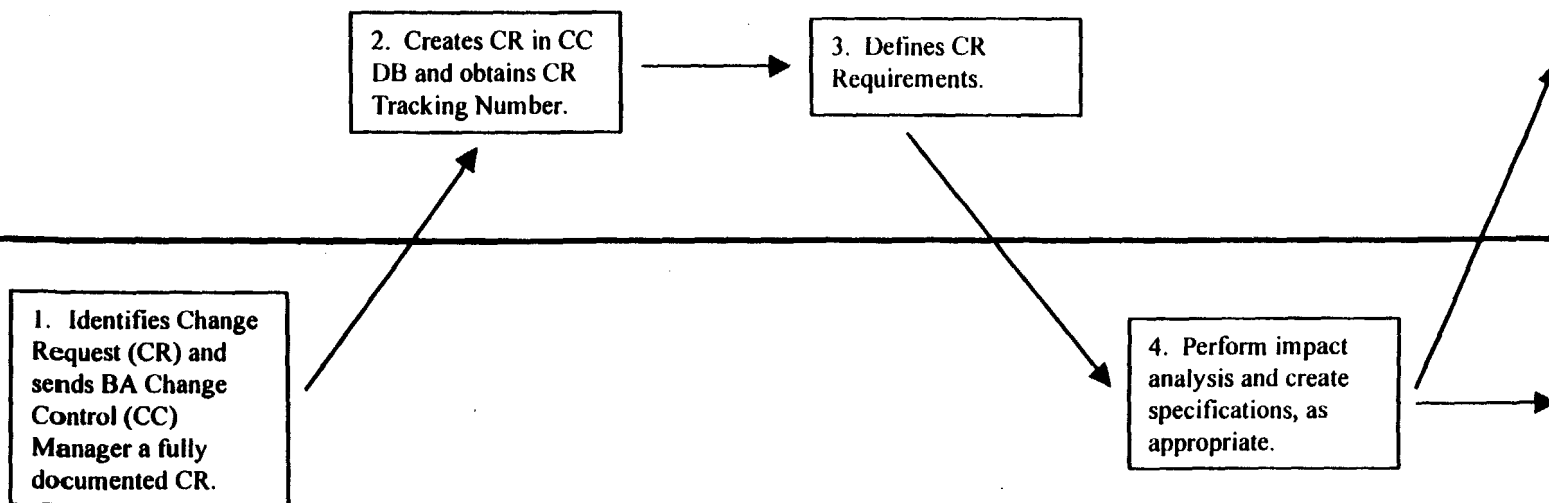


## **Type 4 (Bell Atlantic Originated) Changes**

**TC**

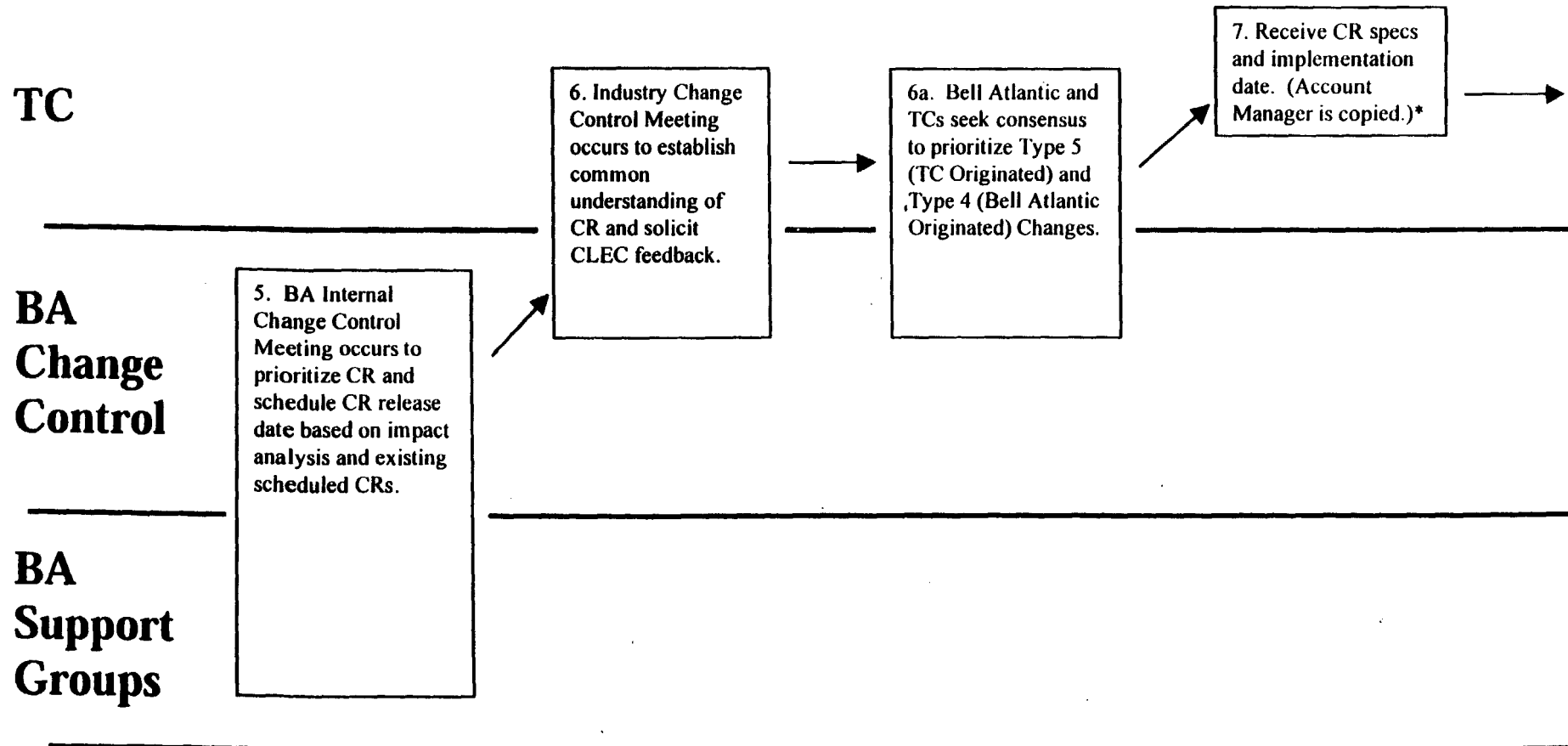
**BA  
Change  
Control**

**BA  
Support  
Groups**





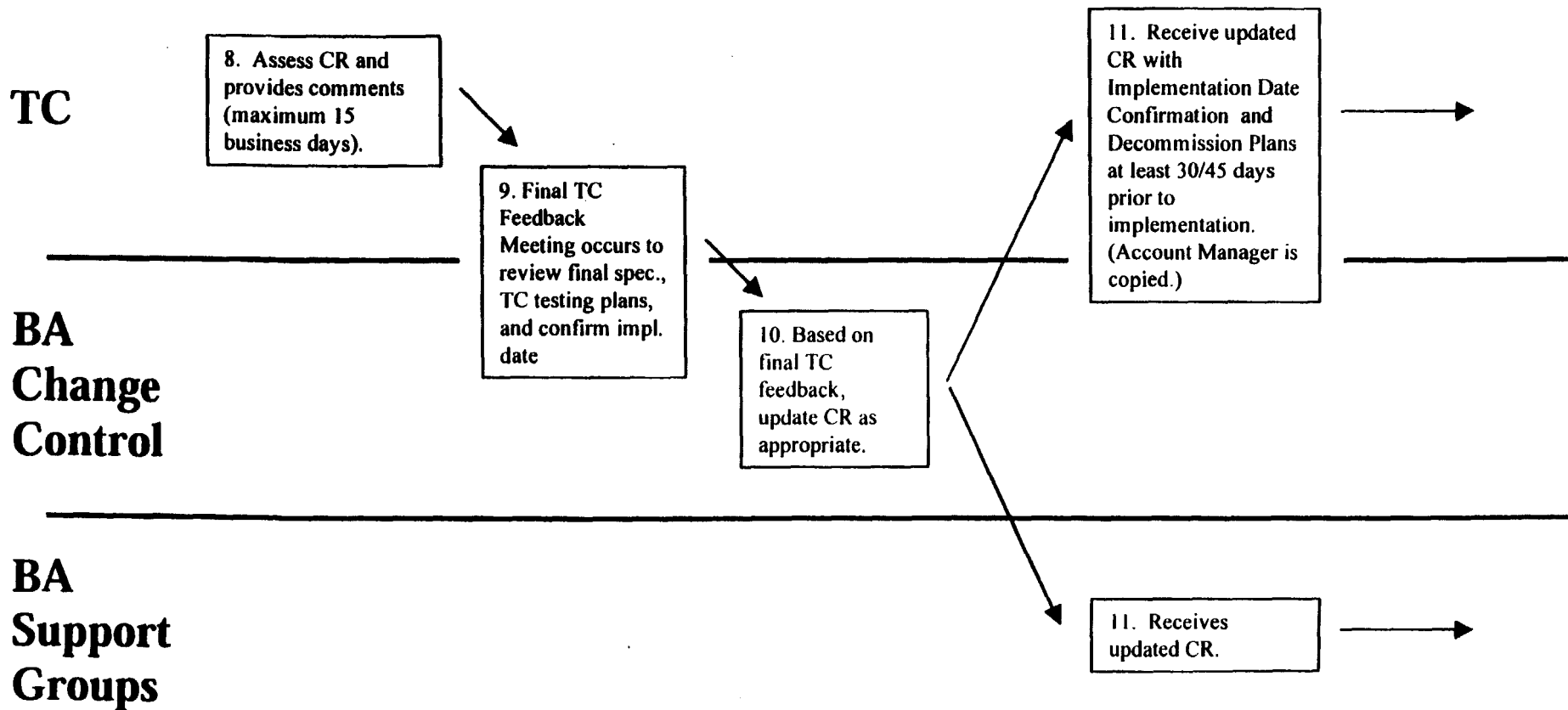
## **Type 4 (Bell Atlantic Originated) Changes**



\* Type 5 Changes continue at this step.



## **Type 4 (Bell Atlantic Originated) Changes**



Business Day 1 of TC  
Assessment



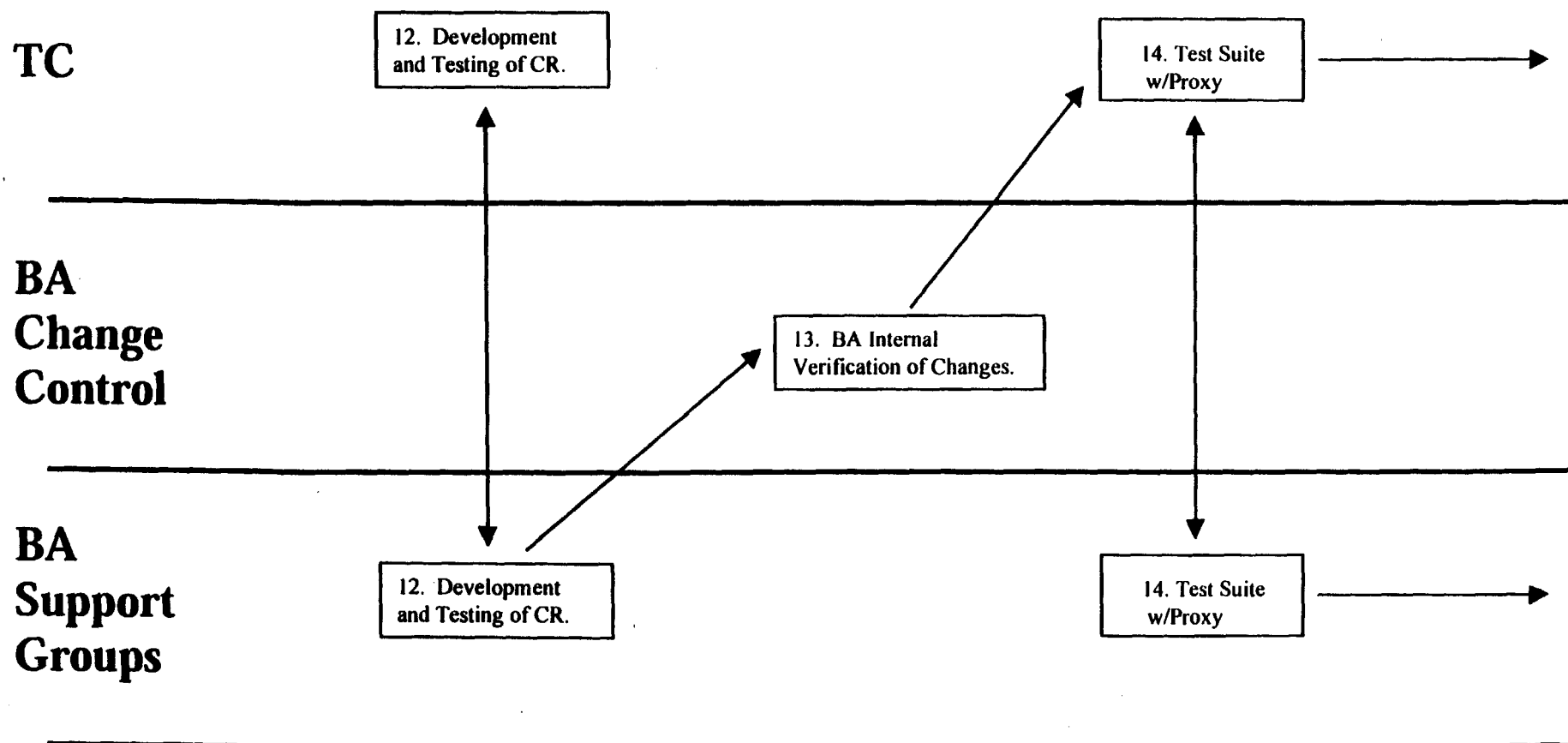
Business Day 15 of  
TC Assessment



Day 1 of 30/45 Day  
Implementation  
Notification



## *Type 4 (Bell Atlantic Originated) Changes*







## **Type 4 (Bell Atlantic Originated) Changes**

**TC**

15. Upon successful completion of test suite, Implementation of CR.

**BA  
Change  
Control**

16. Close CR and confirm decommission timeline.

**BA  
Support  
Groups**

15. Upon successful completion of test suite, Implementation of CR.

17. Decommission outdated functionality.



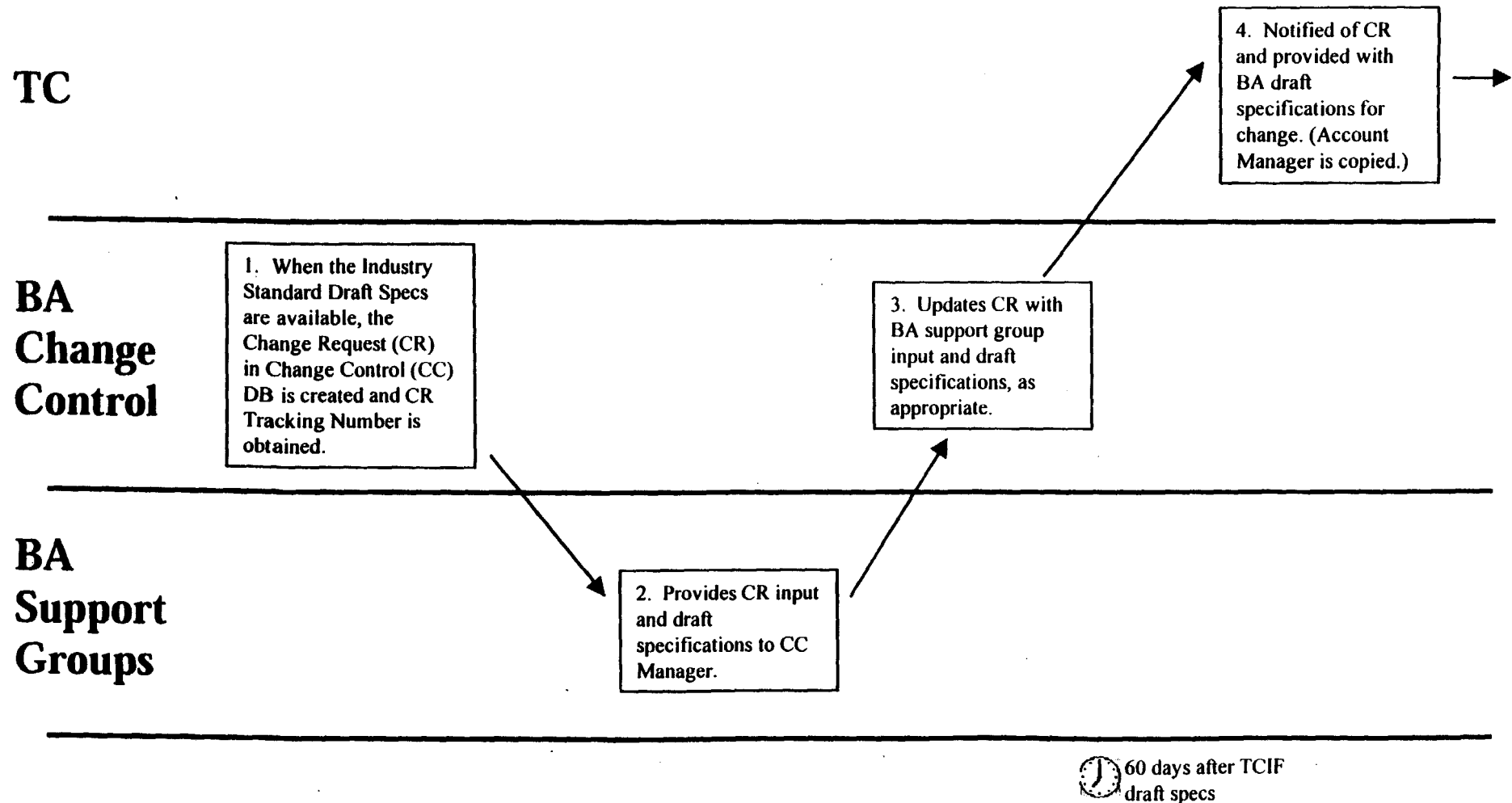
Day 30/45 -  
Implementation Day



30 Days After  
Implementation  
(refers to 12.1)

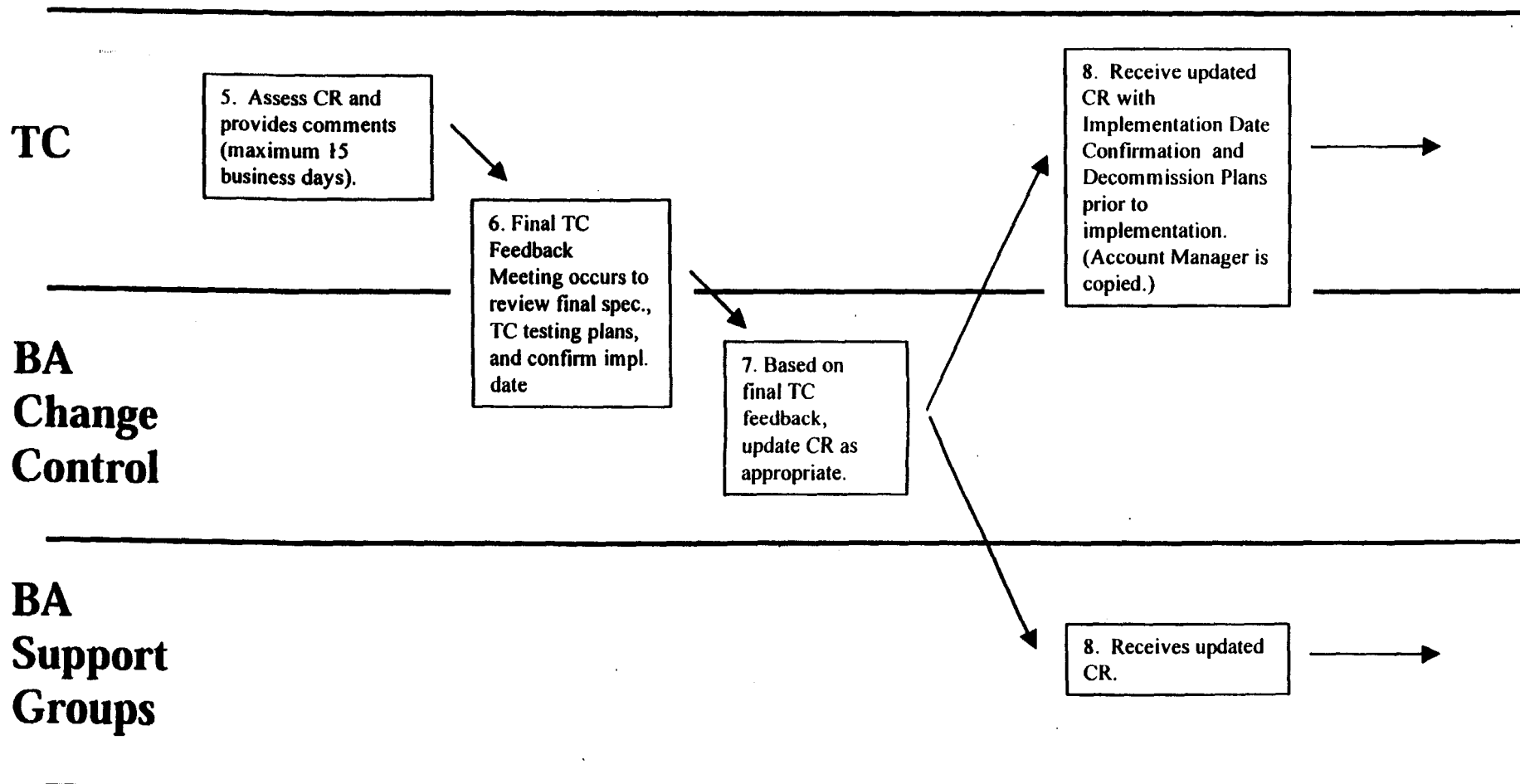


## Type 3 (Industry Standard) Changes





## Type 3 (Industry Standard) Changes



Business Day 1 of TC Assessment



Business Day 15 of TC Assessment



Day 1 of 30/45 Day Implementation Notification

**Operations Excellence**



## **Type 3 (Industry Standard) Changes**

**TC**

9. Industry Change Control Meeting occurs to establish common understanding of CR.

**BA  
Change  
Control**

10. Updates the CR based on Change Control Meeting, as appropriate.

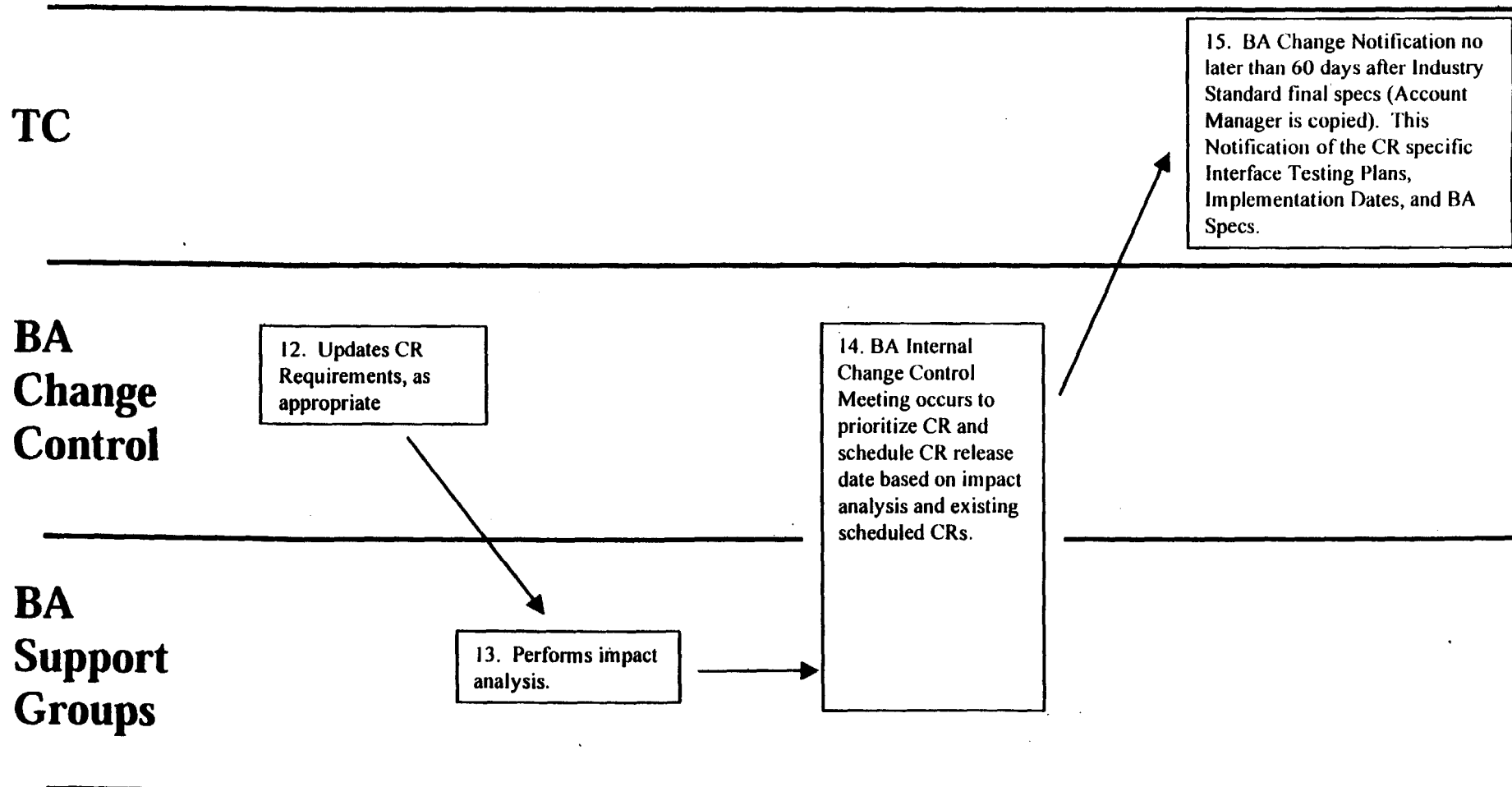
11. Receives updated CR. (Account Manager is copied.)

**BA  
Support  
Groups**

**Operations Excellence**

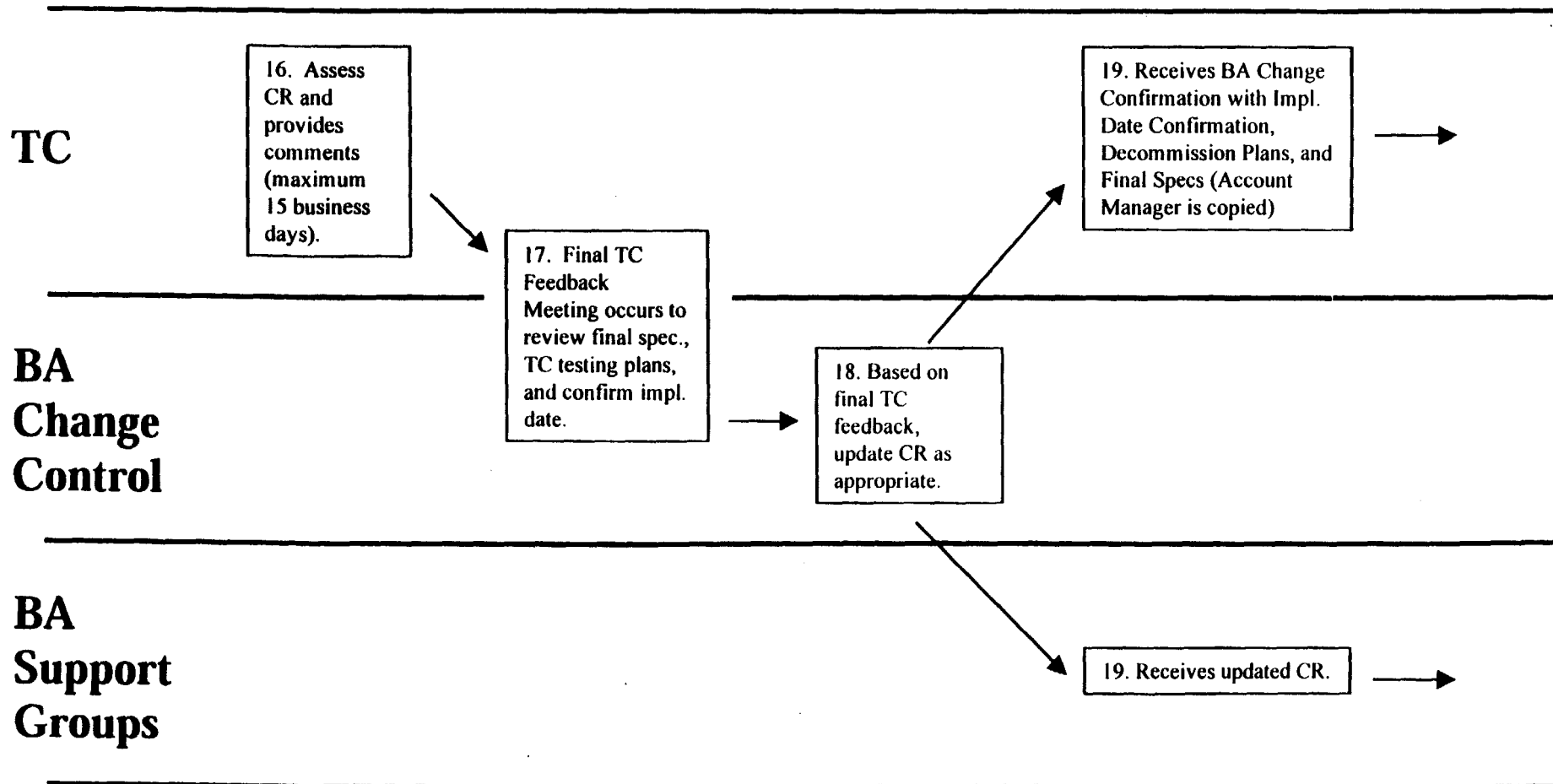


## **Type 3 (Industry Standard) Changes**

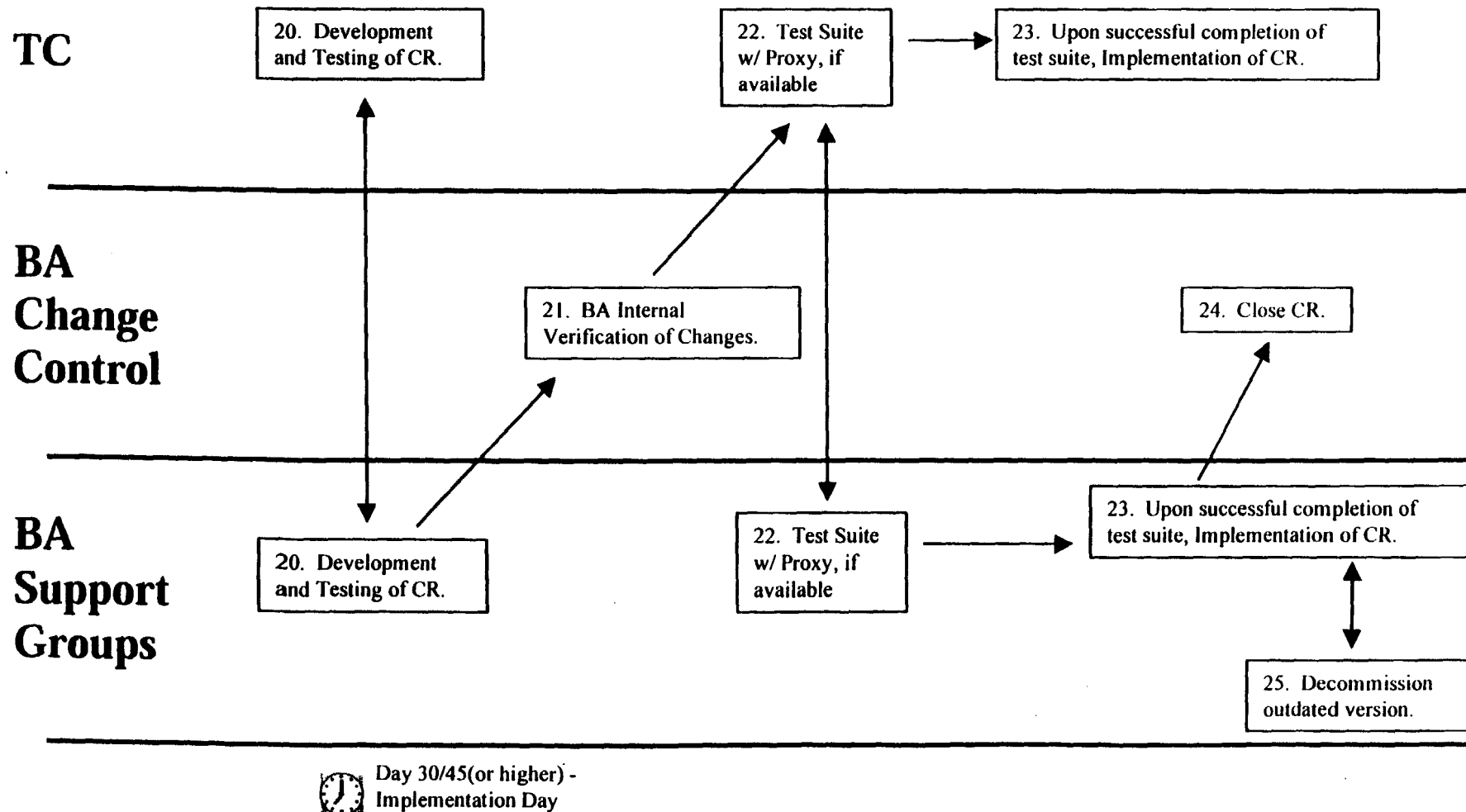




## **Type 3 (Industry Standard) Changes**

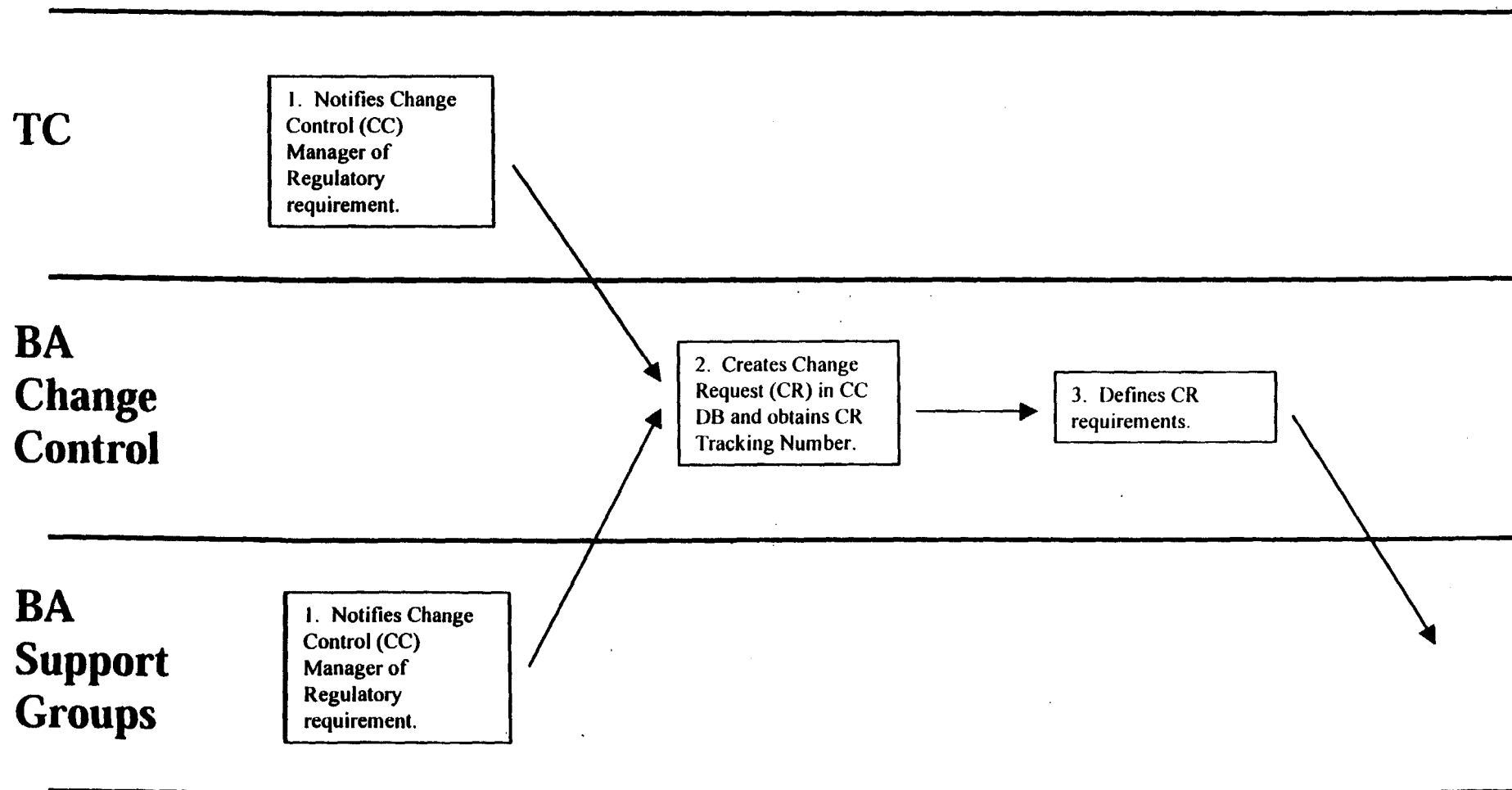


## Type 3 (Industry Standard) Changes





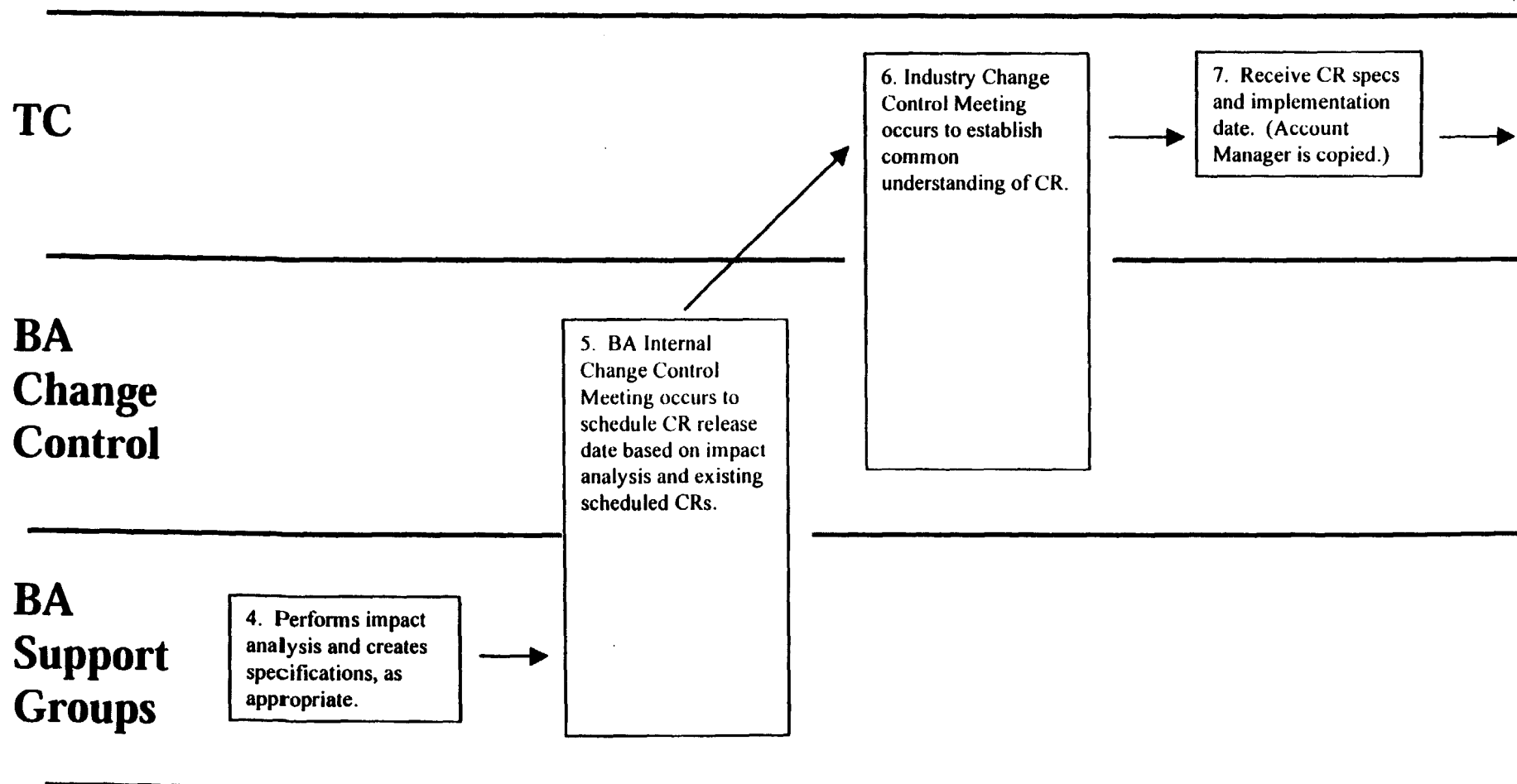
## **Type 2 (Regulatory) Changes**



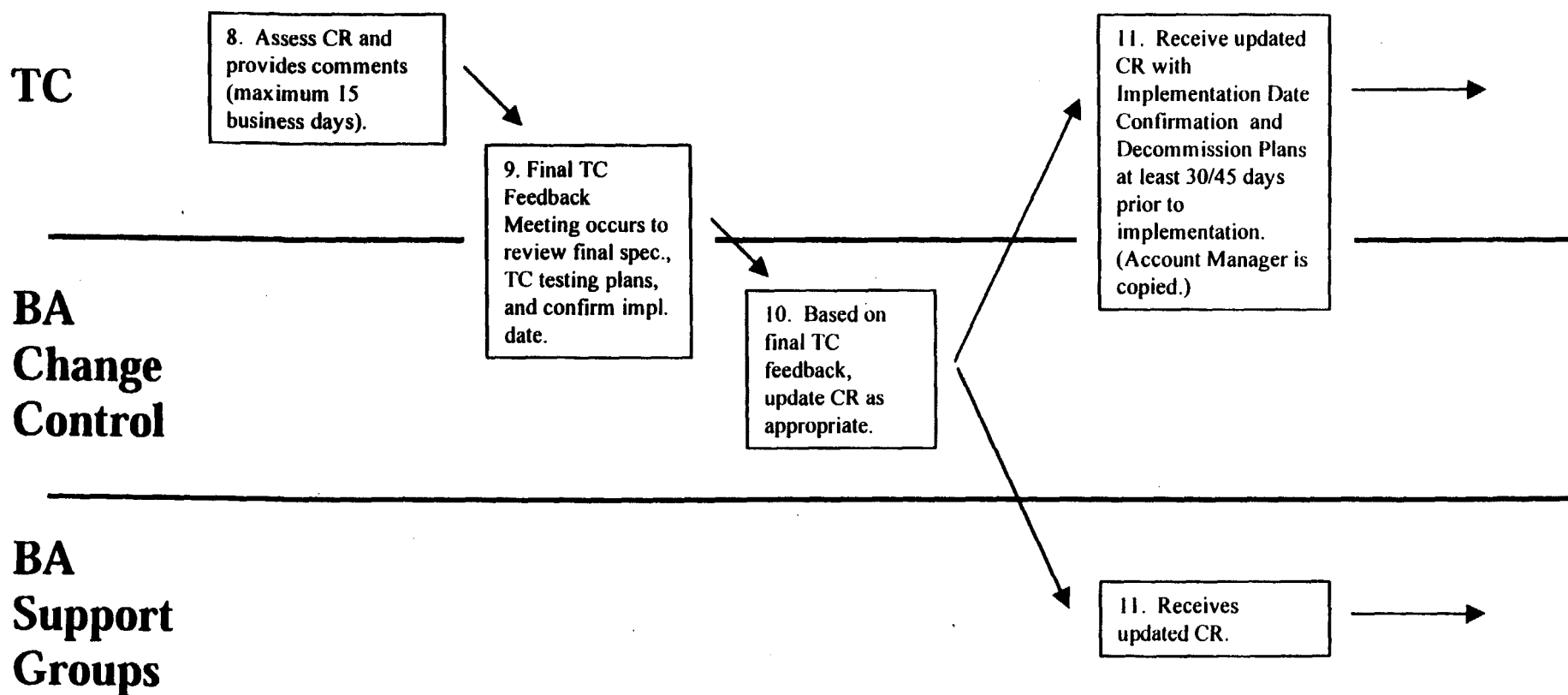




## **Type 2 (Regulatory) Changes**



## Type 2 (Regulatory) Changes





## **Type 2 (Regulatory) Changes**

**TC**

12. Development  
and Testing of CR.

14. Test Suite  
w/Proxy

15. Upon successful  
completion of test  
suite,  
Implementation of  
CR.

**BA  
Change  
Control**

13. BA Internal  
Verification of Changes.

16. Close CR.

**BA  
Support  
Groups**

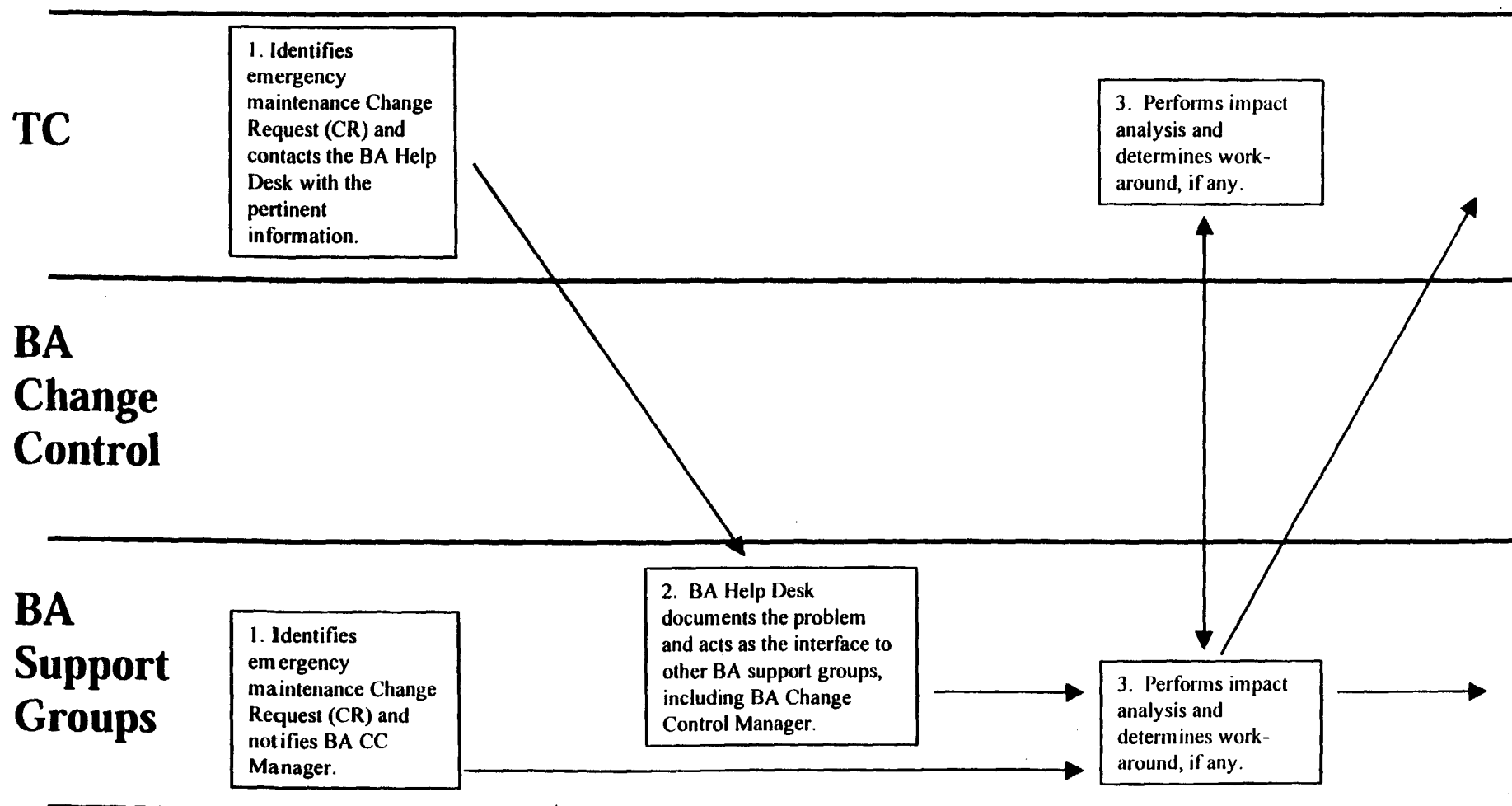
12. Development  
and Testing of CR.

14. Test Suite  
w/Proxy

15. Upon successful  
completion of test suite,  
Implementation of CR  
and Decommission of  
outdated functionality

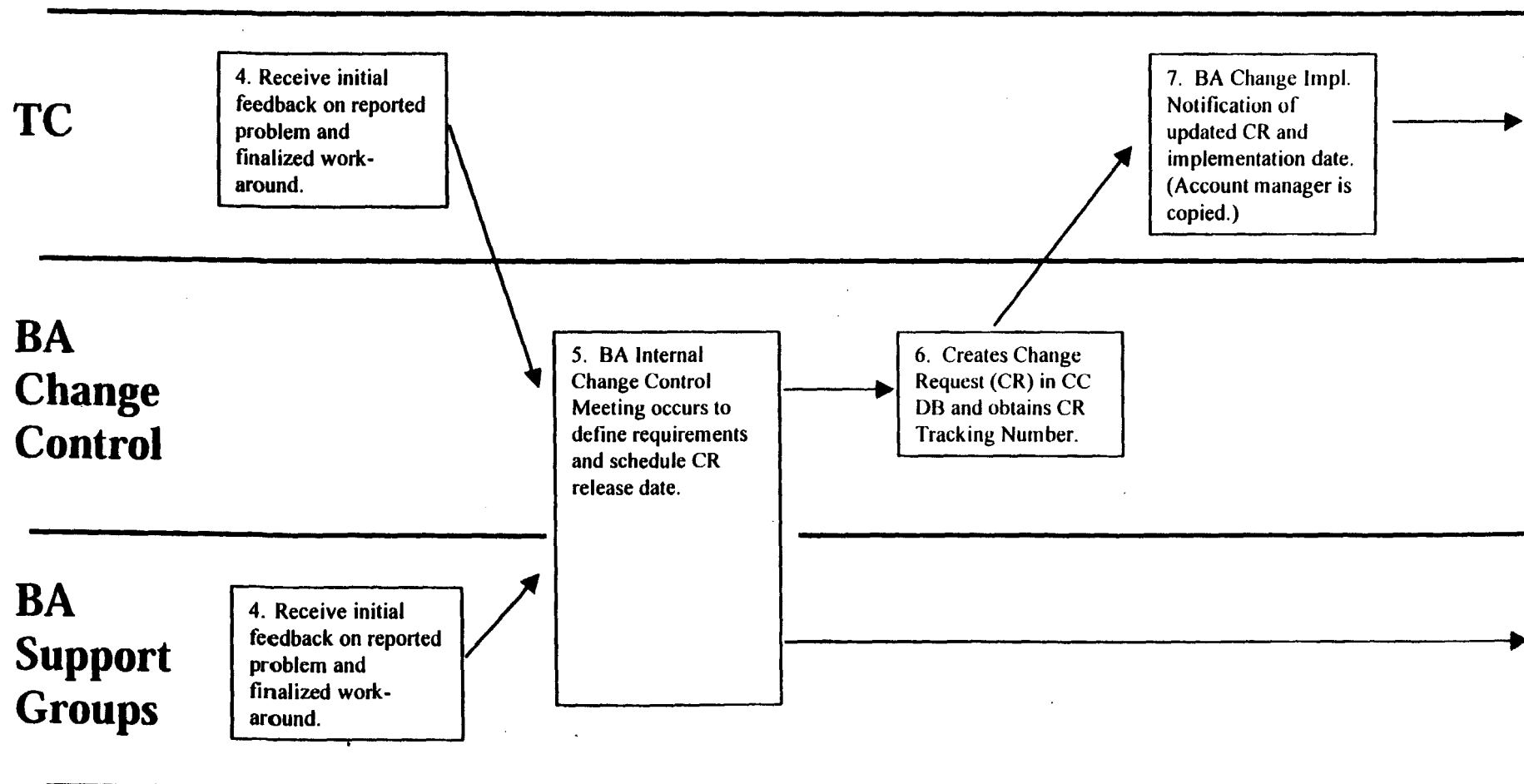


## **Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems**



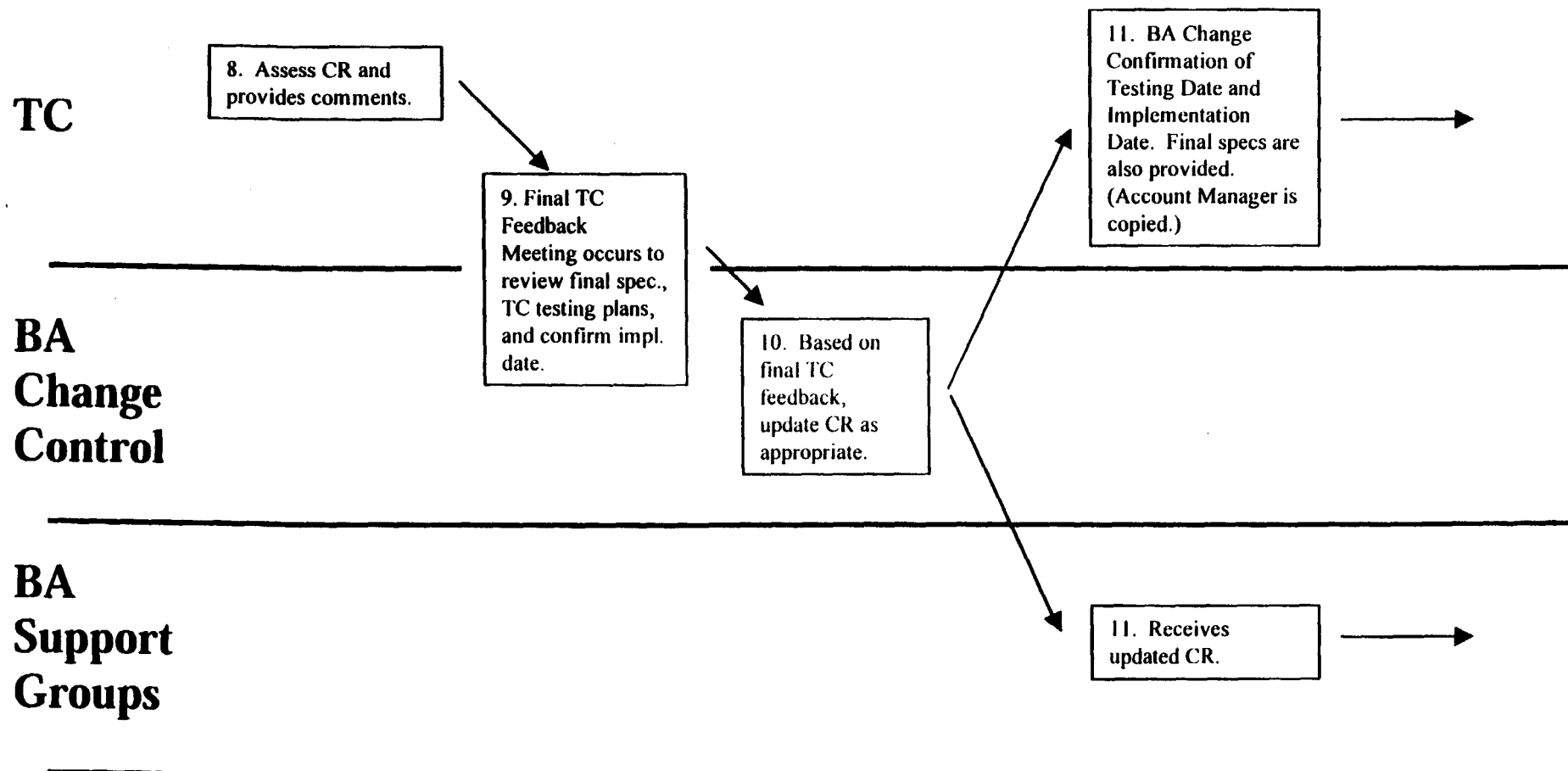


## *Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems*





## *Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems*



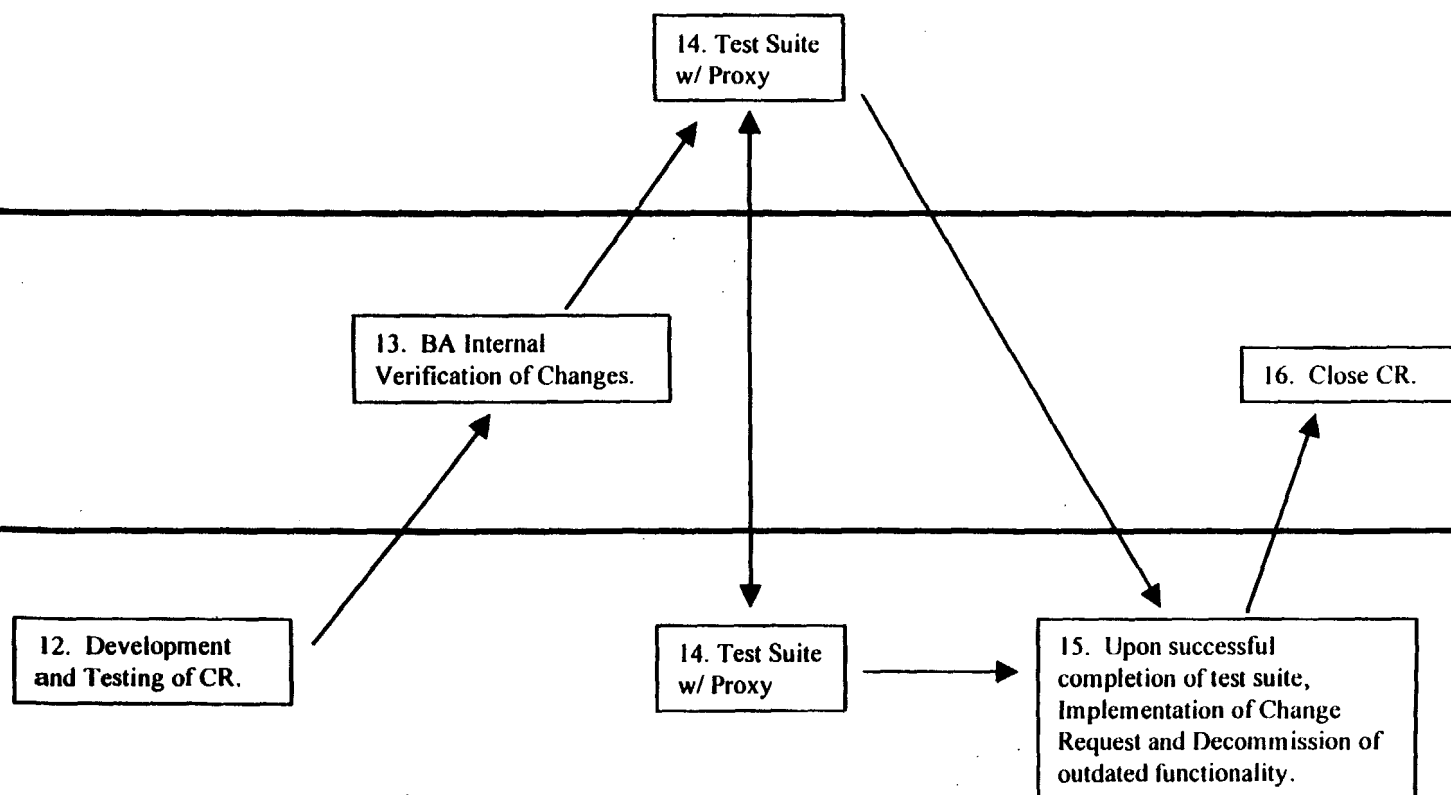


## *Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems*

TC

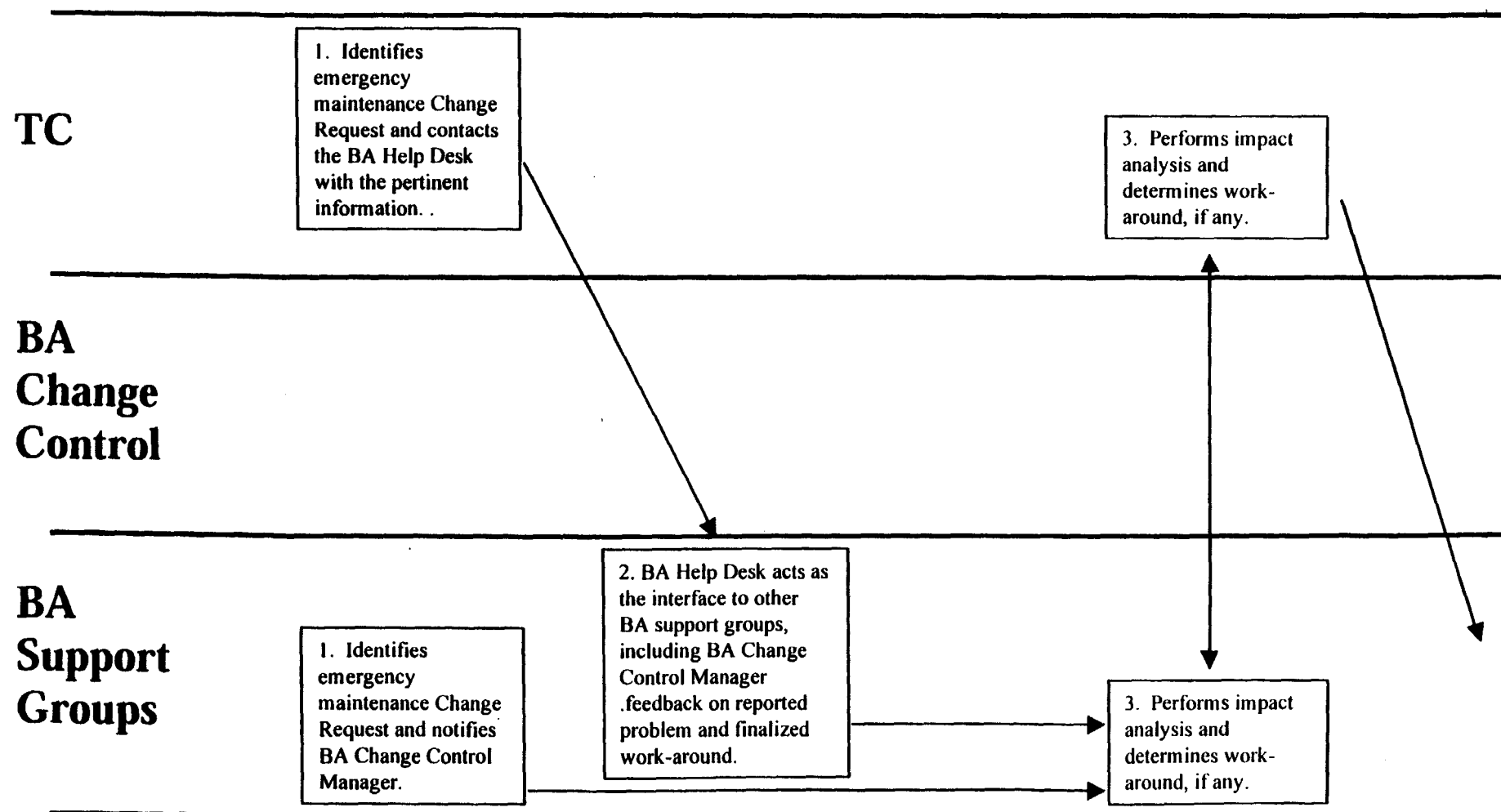
BA  
Change  
Control

BA  
Support  
Groups





### Type 1 (Emergency Maintenance) Changes to TC Systems







## *Type 1 (Emergency Maintenance) Changes to TC Systems*

